

Combined Credit Guide and Credit Proposal

For credit assistance by QT Mutual Bank Limited relating to the QTMB MasterCard to be provided to you by Citigroup Pty Limited

Prepared on 10 October 2016

About us

Name: QT Mutual Bank Limited ABN 83 087 651 054
Address: Level 10, 60 Edward Street, Brisbane Qld 4000
Contact phone number: 13 29 30
Email address: qtmb@qtmb.com.au
Website: www.qtmb.com.au
Australian credit licence: 241195

QT Mutual Bank Limited ('QTMB', 'we', 'us', 'our') provides customers with credit assistance in relation to the Card and also gives assistance to customers in relation to credit limit increases for Cards. Citigroup Pty Limited ('the Lender') is the issuer and credit provider in relation to the Card. We assist members as part of our arrangements with the Lender.

The Lender is the only credit provider for which we provide credit assistance in relation to credit cards.

This Credit Guide is designed to assist you in deciding whether to accept our assistance in relation to the Card (including in relation to a proposed increase in the credit limit on the Card). This Credit Guide provides you with an overview of our obligations and your rights in assessing the suitability of the Card, or a credit limit increase on the Card, for you. This Credit Guide also outlines the procedure for making a complaint.

Fees or charges you must pay

You will not have to pay us, the Lender, or any other person any fees or charges in relation to the credit assistance or other services we provide to you.

If you obtain the Card, fees and charges may be payable in connection with it. These will be disclosed in the credit contract you will receive from the Lender.

Our fees

We do not charge you any amount to assist you in obtaining the Card or assisting you in making changes to the Card.

Commissions in relation to the credit assistance

We estimate that the total amount of commissions we are likely to receive for business activities in relation to your Card is more than \$11. We receive a one-off payment of up to \$100, depending on the product and extent of our involvement in a card application; plus an amount calculated on the basis of all Cards issued by the Lender to our customers, the amount of which cannot be estimated or ascertained. Please contact us if you would like further information regarding our commission arrangements.

This payment reflects profit that we might earn if we provided our own credit card services, and partly compensates for our expenses in distributing Cards. Any net revenue is used to provide services to customers.

Our employees receive salaries that are not affected by whether this credit assistance is provided. We do not pay any third party an amount in relation to the credit assistance we provide.

Commissions from the lender

In order to minimise our operating costs, we have historically made arrangements with specialist credit card companies so that our customers can access credit cards. We have a commercial revenue sharing arrangement with the Lender under which we earn some revenue when a Card is issued (the amount varies depending on the level of our involvement) and when a Card is used (the amount is determined by the use of all Card accounts that the Lender provides for our members over specified periods).

In part, this compensates us for our expenses in assisting with new Card applications. In part, it substitutes for profit we might make if we provided the Card service ourselves. Receiving these payments helps us to provide services to customers.

It is not possible to estimate the amount that we will receive. However it would usually be greater than \$11. We receive a one-off payment of up to \$100, depending on the product and extent of our involvement in a card application, plus an amount calculated on the basis of all Cards issued by the Lender to our customers, the amount of which cannot be estimated or ascertained. The commission arrangements may change over time. Please contact us if you would like further information about our commission arrangements.

Commissions to third parties

We are not likely to pay a commission to any third party for the introduction of credit business to us.

Making a complaint

If you have any complaints about the credit assistance we have provided or you want more information, the first step is to talk to one of our service representatives using the contact details contained in this Credit Guide.

You can ask us to review our advice in a number of ways:

- to re-explain our fees and charges; or
- to re-explain the amount of commission we receive from the Lender in relation to the Card.

If we refuse your request or you are otherwise unsatisfied with our response, you can contact our external dispute resolution scheme. You must attempt to resolve your complaint with us before contacting our external dispute resolution scheme.

The external dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

Our external dispute resolution provider is Financial Ombudsman Service and can be contacted on 1800 367 287, info@fos.org.au, GPO Box 3, Melbourne VIC 3001.

Alternatively, you can go to court. You may wish to get legal advice, for example from your community legal centre or Legal Aid. You can also contact ASIC, the regulator, for information on 1300 300 630 or through ASIC's website at www.asic.gov.au.

Contacting us

For further information about this Credit Guide and our fees and charges, please contact one of our service representatives using the contact details contained in this Credit Guide.



QT Mutual Bank Limited ABN 83 087 651 054
AFSL/Australian credit licence 241195
Level 10, 60 Edward Street, Brisbane Qld 4000
PO Box 929, Fortitude Valley, Qld 4006

Credit Card Application

Credit cards are a flexible credit product allowing general purchases. **To ensure your application is processed swiftly, please complete the application in full. All fields are mandatory unless stated otherwise.** Please complete the form in BLOCK CAPITALS and return with the required supporting documents to your nearest branch, alternatively you can **email to myapplication@cardservicesdirect.com.au**, fax to 1300 301 304, or post to Card Services Reply Paid 1625, Sydney NSW 2001. Before you complete this Application, please be sure you can say 'yes' to the initial approval criteria:

- ✓ I have a good credit rating
- ✓ I am at least 18 years of age
- ✓ I am an Australian citizen/permanent resident

INTERNAL USE ONLY		
Contact person	Phone no. ()	Branch
AGENT CODE: <input type="text"/>	MEMBER NUMBER <input type="text"/>	QTMB BSB 8 0 4 - 0 0 2
By signing here you acknowledge that the primary and/or additional applicant(s) are AML compliant with your institution.		
Staff signature X	Date / /	
THIS IS AN APPLICATION FOR A: (Check one box)	Platinum Rewards (min. income \$35,000 p.a.)	Low Rate (min. income \$25,000 p.a.)
Credit Card	<input type="checkbox"/> MBXQSYJC (811 / TLP014NI)	<input type="checkbox"/> 8BXQSYCC (566 / TLP012NI)
STAFF Credit Card	<input type="checkbox"/> MB9QSYJC (811 / TLP014NI)	<input type="checkbox"/> 8B9QSYCC (566 / TLP012NI)
Credit Card with Mortgage Package (no annual fee)	<input type="checkbox"/> MBMQSYJC (811 / TLP014NI)	<input type="checkbox"/> 8BMQSYCJ (566 / TLP012NI)
Mortgage Application Number & Settlement Date (leave blank if Standalone) <input type="text"/> / <input type="text"/> / <input type="text"/>		
Please be sure to complete the mortgage package declaration on page 2.		

ABOUT YOURSELF	
Title	First name
Middle name (optional)	Surname
Date of birth / /	
Nationality/Permanent Residency	
Australian drivers' licence no. (if applicable)	
Mother's maiden name	
Marital status (pick one): <input type="checkbox"/> Married <input type="checkbox"/> Single <input type="checkbox"/> De facto <input type="checkbox"/> Divorced/Separated <input type="checkbox"/> Widowed	
Number of people dependent on your income, including yourself <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> Other, please specify	
Home address (PO box or hotel address not acceptable)	
Street address	
Suburb/Town	
State	Postcode
Residency status <input type="checkbox"/> Own home <input type="checkbox"/> Rent <input type="checkbox"/> Mortgage <input type="checkbox"/> Boarding/Living with parents	
Address type <input type="checkbox"/> Permanent address <input type="checkbox"/> Temporary address	
Years at current address	
Years at previous address (if current address is less than 3 years)	
Home phone ()	Mobile phone
Email address	

ABOUT YOUR WORK (PRIMARY EMPLOYMENT DETAILS)	
Employment status	
<input type="checkbox"/> Full time	<input type="checkbox"/> Part time
<input type="checkbox"/> Self-employed	<input type="checkbox"/> Retired
<input type="checkbox"/> Home	<input type="checkbox"/> Home duties
<input type="checkbox"/> Other, please specify <input type="text"/>	<input type="checkbox"/> Student
<input type="checkbox"/> Unemployed	<input type="checkbox"/> Unemployed
Occupation	Industry
Name of current employer/trading name	

Employer/trading address (your own details if self-employed)	
Street address	
Suburb/Town	
State	Postcode
Work phone no. ()	
Years at current employer/retirement	Years at previous employer
We need to confirm your details with your payroll department, or accountant	
Payroll contact name	Phone no. ()
Mandatory if self-employed or retired:	
Accountant contact name	Phone no. ()
Accountant's trading name	

To assist in the approval of my application, I authorise my payroll/accountant to verify my details.

ABOUT YOUR FINANCIAL POSITION	
This information will be used to determine your ability to make repayments on this credit facility	
Monthly income	
1. Your monthly gross salary (before tax)	\$ <input type="text"/>
2. Other monthly gross income (before tax)	\$ <input type="text"/>
Monthly expenses	
1. Your share of monthly general living expenses (e.g. groceries, utilities, rent)	\$ <input type="text"/>
2. Your share of recurring expenses not included above (e.g. medical, school fees)	\$ <input type="text"/>
3. Total active credit limits or total outstanding balances, whichever is the greater (exclude those that you intend to close upon opening this account)	\$ <input type="text"/>
4. Your share of other loan expenses (e.g. home loan, personal loan, car loan, charge cards, not credit cards)	\$ <input type="text"/>

Loan type (eg. home loan)	Outstanding balance	Your share of monthly repayments

Are there any significant foreseeable upcoming changes to your financial circumstances which may impact your earnings or ability to make repayments? (e.g. employment changes)

If yes, by how much do you anticipate your monthly net disposable income will decrease? \$

Maximum Credit Limit

Would you like to specify a desired maximum credit limit? \$

The minimum credit limits are: Low Rate \$2,000 ; Platinum Rewards \$6,000

Yes, I wish to hear about opportunities to increase my credit limit. I have read the information in Section 6 of Important Information.

BALANCE TRANSFER AUTHORISATION (OPTIONAL)

I authorise you to transfer the following amounts from my nominated account to my QTMB credit card account in accordance with the Balance Transfer Terms and Conditions in section 7 of Important Information.

a.

Account Name

Name of issuing organisation (e.g. ANZ Credit Card)

BPAY Biller Code of issuing organisation

BPAY Customer Reference Number

Amount to be transferred (\$ value must be specified Min \$500) \$

b.

Account Name

Name of issuing organisation (e.g. ANZ Credit Card)

BPAY Biller Code of issuing organisation

BPAY Customer Reference Number

Amount to be transferred (\$ value must be specified Min \$500) \$

TOTAL AMOUNT TO BE TRANSFERRED \$

In order to process the Balance Transfer application, please ensure all fields of this section are completed. If you don't have the "BPAY Biller code" or "BPAY customer reference number" with you or are unable to determine the "Amount to be transferred", please leave this whole section blank. You can request a balance transfer when you call to activate your card. Your "BPAY Biller code" and "BPAY Customer reference number" can be found on your issuing organisation account statement.

ADDITIONAL CARDHOLDER REQUEST (OPTIONAL)

Additional cardholder must be at least 16 years of age and an Australian citizen or permanent resident. I confirm the identity of, and apply for an additional card in the name of:

Title First name

Middle name (optional) Surname

Date of birth / /

Nationality/Permanent Residency

Mobile no. Occupation

Mother's maiden name

Home address (PO box not acceptable)

Street address

Suburb/Town

State Postcode

Email address

Additional cardholder's signature

Date

X

/ /

DECLARATION AND SIGNATURE

By signing below you confirm that: (1) You have read and agree to the Important Information on the following pages (2) This credit card application is for personal use (3) You are an Australian resident and are over 18 years of age (4) The information you have given in this application is truthful and complete (5) You have read and agree to the Privacy Consent on page 3 of this form (6) You authorise your employer/accountant to provide your income details to Card Services or its representatives for the purpose of assessing your application for a Card Services Credit Card account (7) If you don't qualify for the card you have selected, we will process this as an application for another card.

We may give your name, address and DOB to a credit reporting agency to identify you, who at our request may give us (using your and other's information) an assessment whether the information matches its credit information files. If you prefer identification in person, please go to your local branch.

Applicant signature

Date

X

/ /

PRINT NAME

See below for a full checklist of documents that must accompany your application.

INTERNAL USE ONLY FOR MORTGAGE PACKAGE APPLICATIONS

By submitting this application as part of a mortgage package, you acknowledge that:

- The mortgage is not backed by a guarantor.
- Applicant's income in the mortgage application is fully verified
- Customer has no bankruptcies, judgements, writs, summons or defaults
- If self-employed or casual, the applicant has been in the same business for more than 2 years
- Mortgage is not for vacant land, construction or commercial property
- The Card Services Card with Mortgage Calculator will be submitted alongside this application

Contact person

Phone no. () Branch

Staff signature Date

X

/ /

IMPORTANT INFORMATION

1. DOCUMENT CHECKLIST (STANDALONE APPLICATIONS ONLY)

Please ensure you supply ALL pages of your completed application together with copies of the following documents.

ALL applicants	▶	Driver licence & Medicare card	OR	Recent utility bill & Medicare card	OR	Mobile phone bill & Medicare card	
Full or part time employees	▶	Last 2 pay slips (Payslips need to be within 60 days)	OR	Letter of employment (not more than 30 days old)	OR	Last year's Tax Assessment Notice (TAN) (not more than 15 months old)	OR Last year's Pay As You Go payment summary (PAYG) (not more than 15 months old)
Self-employed or sub-contractor	▶	Two most recent years Individual Tax Return	OR	Two most recent Notice of assessment	OR	Two years' Business/Company Tax Return	OR Two years' Business/Company Profit & Loss Statements
Applicants employed on a casual/temporary basis & contractors	▶	Last 2 years' Tax Assessment Notice (TAN) & last 2 pay slips	OR	Last 2 years' Pay As You Go payment summary (PAYG) & last 2 pay slips	OR	Last 2 years' Individual Tax Return (ITR)	
Retirees	▶	Pension statement	OR	3 months personal bank statement showing regular credit or cash deposits	OR	Superannuation fund statement	

If you have declared other income (eg. rental, dividends, commissions or other investment income) please provide evidence (eg. rental agreement, dividend statements etc.) Card Services may contact you for further information about your application.

2. ELECTRONIC COMMUNICATION CONSENT

By providing your email address with this application you consent to receive statements, notices and disclosure documents that we are required to give you in relation to any facilities you hold with us, by electronic communication. You should note that paper documents may no longer be given and that electronic communications must be regularly checked. Notwithstanding this consent, we may still decide to send you paper copies in certain circumstances including where electronic delivery is unavailable or we reasonably believe your email address is not receiving the emails we send. You may withdraw this consent at any time and change to receiving paper statements, notices and documents to your nominated mail address, by notifying us through Card Services online or by phone on 1300 135 538. Note: Card Services offers some of its products with electronic communication only, and if you do not provide this consent or if you withdraw it, we may choose to refuse to open your account or to discontinue it.

3. PRIVACY CONSENT

In this section 'we/us' means Card Services, a division of Citigroup Pty Limited ("Card Services") and our related companies that assist us to provide our services and 'you/your' means all borrowers named in this application.

Purposes for which we collect, use and disclose your personal information

- (1) We collect, use and disclose your personal information:
 - to assess this application and future applications and to administer your credit facilities and related services;
 - to conduct reviews of your facility;
 - to comply with applicable laws both in Australia and overseas including (a) the National Consumer Credit Protection Act; and (b) the Anti-Money Laundering and Counter-Terrorism Financing Act; and
 - for other purposes as listed in our Privacy Policy and our Credit Reporting Policy. If you do not provide us with the information we ask for or the information provided is incorrect or incomplete, we may not be able to assess your application or administer the products or services that you are seeking.
- (2) We usually collect your personal information directly from you. However, we may need to collect personal information about you from third parties for example, where to assist us to process your application or to assist us to locate or communicate with you.
- (3) Where you have provided information about another individual, you must make them aware of that fact and the contents of this Privacy Consent and Notification, and have obtained their consent to make this disclosure to us.

Call recording

- (4) Your telephone calls and conversations with a Citibank representative may be recorded and monitored for quality, training and verification purposes.

Disclosures of your personal information

- (5) We may disclose to, and obtain from, the following organisations, personal information about you (as well as otherwise permitted by the Privacy Act):
 - Our affiliates, sales agents and organisations that carry out functions on our behalf including card schemes, mailing houses, data processors and collection agents.
 - reward providers including Airline partners and their service providers;
 - other credit providers; any signatory or guarantor to the facility for which you are applying;
 - any broker, introducer, financial, legal or other adviser acting in connection with your facility or application;
 - regulatory and tax authorities in Australia and overseas
 - credit reporting bodies (see 'Exchange of information with credit reporting bodies' below);
 - any insurer relating to your facility;
 - organisations wishing to acquire an interest in any part of our business; and
 - as further set out in our Privacy Policy and Credit Reporting Policy.

Disclosures to overseas recipients

- (6) Some of the recipients to whom we disclose your personal information may be based overseas. It is not practicable to list every country in which such recipients are located but it is likely that such countries will include the United States of America, India, the Philippines, Malaysia, Hong Kong and Singapore. By consenting to us disclosing your personal information to overseas recipients, you agree that Australian Privacy Principle 8.1 shall not apply to the disclosure, meaning that we will not be obliged under the Privacy Act to ensure that an overseas recipient does not breach the Australian Privacy Principles and we will not be liable under the Privacy Act if the recipient does not act consistently with the Australian Privacy Principles. By completing this application you consent to such overseas disclosures.

Exchange of information with credit reporting bodies and other information services

- (7) If you have made an application for consumer or commercial credit, or have obtained consumer or commercial credit from us, you agree that we can obtain credit reporting information about you from a CRB for the purposes of assessing any application for consumer or commercial credit and collecting payments that are overdue in relation to consumer or commercial credit. You also agree that we can obtain, from any business providing information about commercial creditworthiness, commercial credit reports about you for the purposes of assessing applications for consumer or commercial credit.
- (8) We may disclose personal information about you (including credit information, such as details about the credit that we provide to you, your repayment history and any repayment defaults) to, and obtain credit reporting information about you from CRBs. Our Credit Reporting Policy contains information about credit reporting, including the CRBs with which we may share your personal information, their contact details, the type of credit reporting information we share, and your rights in relation to them.
- (9) We have the right to conduct reviews of your facility from time to time and at our sole discretion. You acknowledge that we will provide personal information to a credit reporting agency as permitted by the Privacy Act for each review and that a credit report may be obtained from a credit reporting agency for the purpose of any such review.

Our Policies (including how to access and correct information and make a complaint)

- (10) You can view our Privacy Policy or Credit Reporting Policy on our website at www.citibank.com.au/privacy or obtain copies by calling us. These policies include information as to how you can access and/or seek correction of the personal information we hold about you. Our Privacy Policy and Credit Reporting Policy also contain information as to how you can complain about a breach by us of the Privacy Act (including the credit reporting provisions in Part IIIA and the Credit Reporting Code) and how we will deal with such a complaint.

Your Marketing Communications Preferences

(11) By completing this application you agree that we, our affiliate companies and their partners may use your personal information to keep you informed about offers relating to this product and other products, services and offers which may be of interest to you. They may do this by phone, mail, email and SMS or other electronic messages (without an unsubscribe facility). These consents operate indefinitely and shall remain in effect unless and until you notify us that you do not want to receive such communications. If you do not wish to receive these communications please notify us in writing or by calling us. Note: If you have not told us that you do not wish to receive these communications by phone, you may be contacted even if you have registered your phone number on the national Do Not Call Register.

4. STAFF APPLICATIONS

While you are an employee of this Financial Institution, you will not be charged a credit card annual fee. If your employment with this Financial Institution ceases you will be charged the standard annual fee on each anniversary of the date your account was approved. Allow up to 15 working days to process your Application subject to verification. Card Services may check employment details/income with your employer or accountant named above. Upon approval of your credit card we will notify you of how to meet the "Identification Check" as required by Federal Legislation. Balances from an existing MasterCard from this Financial Institution or from a credit card issued by Citigroup cannot be transferred through this introductory balance transfer offer.

5. MORTGAGE PACKAGE APPLICATIONS

While you are a Home Loan Package customer, you will not be charged a Credit Card annual fee. If your Home Loan Package ends you will be charged the standard annual fee on each anniversary of the date your account was approved. Allow up to 15 working days to process your Application subject to verification. Card Services may check employment details/income with your employer or accountant named above. Upon approval of your Credit Card we will notify you of how to meet the "Identification Check" as required by Federal Legislation. Balances from an existing Credit Card issued by Citigroup cannot be transferred through introductory balance transfer offers.

6. CREDIT LIMIT INCREASES

Even if you opt-in to receiving information about credit limit increases, you can choose whether to apply for a credit limit increase. Card Services is likewise not obliged to agree to increase your credit limit. You can withdraw your consent to receive credit limit increase information at any time by contacting us at 1300 135 538.

7. BALANCE TRANSFERS TERMS & CONDITIONS

1. If at the end of the Balance Transfer ("BT") period any portion of the BT amount is still owing, the amount will attract interest at the prevailing Annual Percentage Rate for cash advances. 2. We may refuse to accept and process a BT request where it is less than \$500, where it is to another Citigroup issued account, where it is to a foreign currency account, where it is to an offshore account or where it is to an account that is not in the name of the Primary Account holder. 3. We will process the BTs specified by you, in the order you have nominated, in full or part, as determined by us and your available Credit Limit. We may limit BTs to a percentage of your Credit Limit. Once your Account is activated, BT requests can take up to 10 business days to be received at the other financial institution. We are not responsible for any delays whether by us or any other institution. You should continue to make payments to your nominated accounts as any remaining balances will be your responsibility. 4. BTs do not earn Rewards Points. 5. If you have interest free days on your account you will not get the benefit or be eligible for any interest free days on purchases unless you pay the Closing Balance in full (including any BTs) by the statement due date for two consecutive months.

8. ADDITIONAL INFORMATION

Allow up to 15 working days to process your Application subject to verification. Card Services may check employment details/income with your employer or accountant. Upon approval of your credit card we will notify you of how to meet the "Identification Check" as required by Federal legislation. Balances from an existing Card Services MasterCard or from a credit card issued by Citigroup cannot be transferred through any introductory Balance Transfer offer.

© 2017 Card Services is a division of Citigroup Pty Limited ABN 88 004 325 080, AFSL/Australian credit licence 238098, which provides and administers credit on behalf of QT Mutual Bank Limited ABN 83 087 651 054, AFSL/Australian credit licence 241195.

9. KEY FACTS ABOUT THIS CREDIT CARD

Correct as at 15 June 2017

Citigroup Pty Limited, Australian credit licence 238098

DESCRIPTION OF CREDIT CARD

This information sheet is an Australian Government requirement under the *National Consumer Credit Protection Act 2009*.

Product name	Low Rate MasterCard	Platinum Rewards Mastercard
Minimum credit limit	\$2,000	\$6,000
Minimum repayments	You must pay the Minimum Payment Due by the Payment Due Date each month. The Minimum Payment Due is (rounded up to the nearest dollar): i) the Card Balance if it is less than \$30; or ii) the greater of: a) \$30; or b) 2.00% of Card Balance; or c) the sum of 1.00% of the Card Balance, Late Payment Fee (if any) and interest charged for that month, plus any Monthly Instalment for that month	
Interest on purchases	12.99% p.a.	20.24% p.a.
Interest-free period	Up to 55 days for Retail Purchases, fees and charges other than Cash Advances, Balance Transfers and Special Promotions.	
Interest on cash advances	21.74% p.a.	
Balance transfer interest rate	For each product, please refer to the interest rate, term and balance transfer fee (if applicable) set out in the offer details viewed by you.	
Annual fee	\$75 [^]	\$129 [^]
Late payment fee	\$10 if your Payment Due is not paid by the Payment Due Date and \$10 every seven days thereafter until the Payment Due is made.	

[^]Promotional offers may apply.

There may be circumstances in which you have to pay other fees. A full list of current fees applicable to this credit card can be obtained from cardservicesdirect.com.au/cardservices/useful_forms.htm

For more information on choosing and using credit cards, visit the ASIC consumer website at moneysmart.gov.au

The terms on which this credit card is offered can change over time. You can check if any changes have been made by contacting us on **1300 135 538**.